



PATENT  
Attorney Docket No.: NUASI-00106

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Kevin McPartlan et al.

Serial No.: 10/633,018

Filed: July 31, 2003

For: **ESCALATED HANDLING OF  
NON-REALTIME  
COMMUNICATIONS**

) Group Art Unit:

) Examiner:

) **TRANSMITTAL LETTER**

) 162 N. Wolfe Road  
) Sunnyvale, CA 94086  
) (408) 530-9700

) Customer No.: 28960

Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Enclosed please find a Supplemental Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 10-21-03

By: Thomas B. Haverstock  
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicant

CERTIFICATE OF MAILING (37 CFR § 1.8(f))  
I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP  
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) **SUPPLEMENTAL INFORMATION**  
) **DISCLOSURE STATEMENT**

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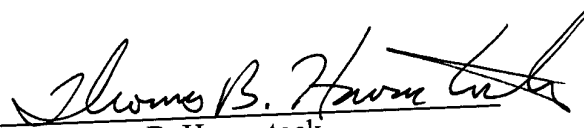
The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

- U.S. Patent No. 6,046,762;
- "Declaration of Kevin McPartlan 2 pp;
- Dr. D. E. Brown, "The Interaction Center Platform™", Interactive Intelligence, April 6, 2001, pp. 1 of 31;
- M. Taylor, "Integrated Versus Unified CTI - What's the Difference?", Interactive Intelligence, <http://www.inin.com/news/presscoverage/presscoverage.asp?id=14>, August 2, 2001, pp. 1 of 9;
- CosmoCom, "CosmoCall Universe™ Technology Overview", <http://www.cosmocom.com/Productinfo/techover.htm>, August 2, 2001, pp. 1 of 3 and;
- "Using SNMP to Manage Your Call Center More Efficiently", 2001 Aspect Communication Corporation, 12 pp.

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

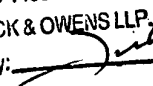
Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 10-21-03

By:   
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Reg. No.: 32,571

Attorneys for Applicant

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FORM PTO-1449  
(Modified)U.S. Department of Commerce  
Patent and Trademark Office

Attorney Docket No.: NUASI-00106

Serial No.: 10/633,018

**INFORMATION DISCLOSURE STATEMENT BY APPLICANT**  
(Use Several Sheets If Necessary)

Applicant: Kevin McPartlan et al.

(37 CFR § 1.98(b))

Filing Date: July 31, 2003

Group Art Unit:

**U.S. PATENT DOCUMENTS**

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
	AA	6,046,762	04/04/00	Sonesh et al.	348	16	03/01/97
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						

**FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS**

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AP							
	AQ							
	AR							
	AS							
	AT							

**OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)**

	AU	"Declaration of Kevin McPartlan", 2 pages
	AV	Dr. D. E. Brown, "The Interaction Center Platform™", Interactive Intelligence, April 6, 2001, pp. 1 of 31
	AW	M. Taylor, "Integrated Versus Unified CTI - What's the Difference?", Interactive Intelligence, <a href="http://www.inin.com/news/presscoverage/presscoverage.asp?id=14">http://www.inin.com/news/presscoverage/presscoverage.asp?id=14</a> , August 2, 2001, pp. 1 of 9
	AX	CosmoCom, "CosmoCall Universe™ Technology Overview", <a href="http://www.cosmocom.com/Productinfo/techover.htm">http://www.cosmocom.com/Productinfo/techover.htm</a> , August 2, 2001, pp. 1 of 3
	AY	"Using SNMP to Manage Your Call Center More Efficiently", 2001 Aspect
	AZ	
	BA	
	BB	
	BC	

Examiner:

Date Considered:

**EXAMINER:**

Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.